

### MAPFRE Seguros Honduras, S.A.: Your Best Choice

- **Reputable** - Part of MAPFRE Group, the No. 2 insurance company in Honduras with the fastest growth in turnover in the country.
- **Flexibility** - MAPFRE offers a complete range of products and services adjusted to each client's needs and requirements. MAPFRE provides solutions whenever and wherever the client needs it.
- **Geographical coverage** - Presence in the main cities, Tegucigalpa, San Pedro Sula and La Ceiba, offering nationwide coverage.
- **Commitment** - MAPFRE has a dedicated telephone emergency service available 24 hours a day, 7 days a week.
- **Specialization** - MAPFRE's structure of units and work teams with an autonomous management, ensure a fast response to clients. Specialized teams ensure the particular treatment required for each client's activity and organization.
- **Value for Money** - MAPFRE offers competitive rates for each type of coverage provided.
- **Qualified professional staff** - MAPFRE has a highly qualified technical and commercial staff, willing to offer the best service.

### MAPFRE Seguros Honduras, S.A.: Facts & Figures

- IGP Network Partner since: 2015
- Group Employee Benefits Market Share (12/2017): 23%
- Group Employee Benefits Ranking (12/2017): No. 2
- Growth Percentage (12/2016): 13.1%
- Financial Strength Ratings (MAPFRE Global Risks):
  - AM Best (9/8/2017): A
  - Fitch (7/27/2017): A-
  - Moody's (2/24/16): A3
  - Standard & Poor's (8/11/2017): A

### Recent Awards & Recognitions

- Great Place to Work Central America 2015 by GTPW.



### More Information

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### Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Monthly
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 21 working days	✓
- Medical: 95% within 21 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Upon request
Accuracy commitment: 98% of claims	✓

### Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	-
Measurement of responsiveness to written inquiries	✓
Measurement of responsiveness per client	✓
Inquiry commitment:	
- 95% within 1 working day for telephone inquiries	-
- 95% within 5 working days for written inquiries	✓

### Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Monthly
Premium statement commitment: 95% within 20 working days	✓

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	Monthly
Policy issuance commitment: 95% within 20 working days	✓

### Helplines and IT Capabilities

Employee help line to respond to employee inquiries for medical insurance	✓
Employee help line to respond to employee inquiries for other covers	-
Helpline availability 24/7	✓
On-line Administration (real-time)	-





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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